



COUNTY OF SAN DIEGO

Great Government Through the General Management System – Quality, Timeliness, Value DEPARTMENT OF HUMAN RESOURCES

CLASS SPECIFICATION

CLASSIFIED

LAND USE AIDE	Class No. 003837
LAND USE TECHNICIAN I	Class No. 003836
LAND USE TECHNICIAN II	Class No. 003835
LAND USE TECHNICIAN III	Class No. 003833

■ CLASSIFICATION PURPOSE

To perform para-professional and technical work in providing information to members of the public, representatives of outside agencies, and County employees in regard to laws, codes, ordinances, and requirements that apply to the construction and use of structures, and land use; and to perform related work as required.

■ DISTINGUISHING CHARACTERISTICS

Positions in this class series are allocated only to the Department of Planning and Land Use (DPLU). There are three areas of specialty in which incumbents may work: General, Zoning, and Building.

Land Use Aide/Land Use Technician I:

These classes serve as the entry level in the Land Use Technician series. Incumbents initially receive immediate supervision and on-the-job training on County Land Use codes, ordinances, regulations, and departmental policy and procedures pertaining to the construction, and the use of structures, and land use. As incumbents gain experience and become knowledgeable of codes, ordinances, regulations, and DPLU policy and procedures, they are expected to become proficient in completing routine assignments while working under the guidance of higher level Land Use Technicians. Land Use Aides may assist higher level Land Use Technicians in processing applications for routine construction and structure/land use matters. Incumbents also respond to basic inquiries pertaining to building permit applications, zoning actions and relevant ordinances.

Land Use Technician II:

This is the journey-level class in the land use technician series. Under general supervision, incumbents provide the full range of interpretation and consultation services relating to zoning, building and subdivision ordinances and attendant regulations. Incumbents are expected to work independently and are given considerable latitude to make decisions when interpreting DPLU rules, regulations, policies, and procedures for customers.

Land Use Technician III:

This is the first-supervisory or lead-level class in the land use technician series. Under general supervision, incumbents perform the most complex, difficult and sensitive assignments, at the building or zoning counter and provide technical guidance to lower level technicians, land use aides and division clerks. This class is distinguished from the next higher class, Permit Process Coordinator, in that the latter is responsible for managing the permit processing function of an entire functional area.

■ FUNCTIONS

The examples of functions listed in the class specification are representative but not necessarily exhaustive or descriptive of any one position in the classes. Management is not precluded from assigning other related functions not listed herein if such duties are a logical assignment for the positions.

General

Essential Functions:

1. Serves as a primary point of contact for the Department of Planning and Land Use by providing information relating to the processing of various land use permits to members of the public, including property owners, commercial developers, and construction professionals.
2. Provides courteous, high quality service to members of the public by personally responding to requests for service or making appropriate referral.
3. Receives monies, checks, money orders; verifies and records deposits submitted by the public to the County.

4. Uses computer software programs such as the Automated Permit System, GIS mapping, databases, word processing, spreadsheets, and electronic mail; uses automated equipment such as scanners.
5. May participate on site visits out in the field, facilitated by planners, inspectors, engineers, or other DPLU staff.

Zoning

1. Provides information to permit applicants, members of the public, County employees from other divisions or departments, and representatives of outside agencies regarding County procedures and regulations, the general plan, and the zoning ordinance including permitted use of land and structures, animals, parking requirements, and setbacks.
2. Provides information to customers pertaining to subdivisions, legal lot status, certificates of compliance, and the processing of boundary adjustments.
3. Accepts and reviews permit applications for accuracy, completeness, and compliance with DPLU policies and procedures; initially processes applications for all zoning ordinance permits and updates computerized records.

Building

1. Reads, interprets, and explains laws, codes, and ordinances to members of the public, County employees, and representatives from outside agencies pertaining to County land use and construction and permitting processes.
2. Explains departmental procedures to members of the public and representatives of outside agencies, in regard to filing and processing applications.
3. Provides advice and consultation to members of the public and representatives of outside agencies pertaining to the review and approval of building and grading plans.
4. Conducts preliminary reviews of plans for initial intake purposes and determines if such plans comply with applicable codes, ordinances, and regulations; forwards approved plans to DPLU staff for comprehensive review and approval.
5. Reviews architectural drawings, plans, and specifications for construction or alteration to determine if such documents comply with applicable building, lot grading, soils reporting, and zoning codes and ordinances.
6. Uses architect and engineer scales and calculators to determine square footage of projects and proper building setbacks.
7. Issues all types of permits, such as building and minor grading permits, upon determining that applicants meet the requirements and have followed applicable procedures; determines and calculates the type and amount of charges and fees, using established rates.

Land Use Technician III

All the functions listed above and

1. Provides training and technical guidance to Land Use Aides, Land Use Technicians, and support staff.
2. May act in the absence of the Permit Processing Coordinator by performing first line supervisory functions.

■ KNOWLEDGE, SKILLS, AND ABILITIES

Knowledge of:

The following apply to all classes:

- County customer service objectives and strategies.
- Telephone, office, and on-line etiquette.
- Basic arithmetic.
- State laws and municipal and county ordinances governing building, land use, and zoning matters.
- Policies and procedures of the Department of Planning and Land Use.
- Computerized software programs such as the Automated Permit System, GIS mapping, databases, word processing, spreadsheets, and electronic mail.
- Operation and use of personal computers, scanners, and other automated and modern office equipment.

Land Use Technician I, II, and III (in addition to the above):

- The elements of planning and zoning related to ordinances governing land use and zoning.
- Methods and techniques pertaining to building construction, the drawing and reading of maps, building plans, design plans, specifications, and working plans related to land use applications and permits.

- Structural technology and construction practices and techniques used in building construction and alteration of existing structures.

Land Use Technician III (In addition to the above)

- Principles and practices of lead work.
- Effective leadership skills when serving as lead worker over a group of employees.
- Laws and codes of the State of California, administrative policies and procedures, and other significant concepts pertaining to land use applications or issues that are complex or sensitive in nature.

Skills and Abilities to:

The following apply to all classes.

- Pay close attention to detail when researching or collecting data and information, and when reviewing plans, maps, drawings, specifications, and other related documents pertaining to land use, use of structures, and construction.
- Read, understand, interpret and apply zoning and land use regulations, planning concepts, and instruction manuals.
- Read, interpret and research laws, rules and regulations, legal documents, legal descriptions, maps, architectural drawings, and building plans.
- Convert observations into verbal and written statements that are brief, concise, descriptive, and understandable.
- Understand and follow verbal and written instructions.
- Organize and prioritize assignments in order to complete work in a timely and efficient manner; utilize multi-tasking methods and techniques.
- Assess the customer's immediate needs and ensure customer's receipt of needed services through personal service or referral.
- Provide prompt, efficient, and responsive service.
- Exercise appropriate judgment in answering questions and releasing information; analyze and project consequences of decisions and/or recommendations.
- Provide effective consultation and advice to land or property owners, engineers, architects, builders, and members of the general public on compliance with codes and regulatory practices
- Communicate effectively in writing when documenting actions and maintaining records.
- Communicate effectively verbally with a variety of individuals representing diverse cultures and backgrounds and function calmly in situations requiring a high degree of sensitivity, tact, and diplomacy.
- Treat County employees, representatives of outside agencies, and members of the public with courtesy and respect.
- Operate architectural and engineering scales and perform mathematical calculations correctly and accurately.
- Operate and use personal computers, software applications, scanners, and other automated office equipment.

Land Use Technician III (in addition to the above):

- Train and direct the work of employees and monitor the work of employees to determine if training and departmental objectives are met.

■ EDUCATION/EXPERIENCE

Education, training, and/or experience that demonstrate possession of the knowledge, skills and abilities listed above. Examples of qualifying education/experience are:

Land Use Aide:

1. One (1) year of full time paid clerical and/or public contact experience in an agency or organization that specializes in the areas of land use, engineering, surveying, environmental studies, development, construction, plans checking, or a closely related field.

Note: The successful completion of one (1) year or 25 units of coursework offered by an accredited college or university in urban planning, geography, building inspection, construction technology, environmental studies, engineering, mathematics, or a closely related field can be used to substitute for the experience requirement listed above.

Land Use Technician I:

1. Two (2) years of full time paid technical experience in the areas of land use, architecture, zoning, planning, building inspection, surveying, construction, engineering, environmental studies, or a closely related field, OR,
2. One (1) year of full-time experience as a Land Use Aide with the County of San Diego.

Note: The successful completion of two (2) years or 50 units of coursework offered by an accredited college or university in urban planning, geography, building inspection, construction technology, environmental studies, engineering, mathematics, or a closely related field can be used to substitute for the experience requirement listed above.

Land Use Technician II:

1. Three (3) years of full time paid technical experience in the areas of land use, architecture, zoning, planning, building inspection, surveying, construction, engineering, environmental studies, or a closely related field.

Note: The successful completion of two (2) years or 50 units of coursework offered by an accredited college or university in urban planning, geography, building inspection, construction technology, environmental studies, engineering, mathematics, or a closely related field can be used to substitute for two (2) years of the experience requirement listed above.

Land Use Technician III:

1. Four (4) years of full time paid technical experience in the areas of land use, architecture, zoning, planning, building inspection, surveying, construction, engineering, environmental studies, or a closely related field; OR,

Note: The successful completion of two (2) years or 50 units of coursework offered by an accredited college or university in urban planning, geography, building inspection, construction technology, environmental studies, engineering, mathematics, or a closely related field can be used to substitute for two (2) years of the experience requirement listed above.

Desirable Qualification: Experience in an agency or organization serving as a lead worker or acting supervisor over a unit of employees.

■ ESSENTIAL PHYSICAL CHARACTERISTICS

The physical characteristics described here are representative of those that must be met by an employee to successfully perform the essential functions of the classifications. Reasonable accommodation may be made to enable an individual with qualified disabilities to perform the essential functions of a job, on a case-by-case basis.

Continuous upward and downward flexion of the neck. Frequent: standing, walking, sitting, bending and twisting of the waist, repetitive use of both hands, simple to power grasping with both hands, fine manipulation with both hands, and lifting and carrying sets of plans and office items weighing up to 15 pounds. Occasional: squatting, climbing stepladders to reach sets of plans located in storage areas, kneeling, pushing and pulling carts, reaching above and below the shoulders, and lifting and carrying large sets of plans weighing up to 30 pounds.

■ SPECIAL NOTES, LICENSES, OR REQUIREMENTS

License

A valid California class C driver's license, which must be maintained throughout employment in these classes, is required at time of appointment, or the ability to arrange necessary and timely transportation for travel. Employees in these classes may be required to use their own vehicle.

Registration/Certification

Current certification as a Permitting Technician offered by the International Code Council is desirable.

Working Conditions

The primary work place is an office environment, although work may occasionally take place in the field. Work involves frequent exposure to computer screens. Work involves traveling to locations within the county when staffing DPLU satellite offices or delivering or picking up items at other County departments or offices. Work involves occasional exposure to heights when using stepladders to reach and open file draws, obtain sets of plans and maps, and store plans and maps. Work involves occasional interaction with members of the public who may be unreasonable, upset, or angry.

Background Investigation

Must have a reputation for honesty and trustworthiness. Misdemeanor and/or felony convictions may be disqualifying depending on type, number, severity, and recency. Prior to appointment, candidates will be subject to a background investigation.

Probationary Period

Incumbents appointed to permanent positions in these classes shall serve a probationary period of 6 months (Civil Service Rule 4.2.5).

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